[COMPANY LOGO]

Delivery Order Preparation Flow

Last Updated: 22/01/2024

Employee Responsible: Service Kitchen Staff

Purpose:

The purpose of this document is to outline the steps taken by the kitchen staff to properly complete each delivery ticket order that is received in the service kitchen (Using a Kitchen Display System tablet).

Review Procedure:

This procedure document should be reviewed (and updated if necessary) by the **Regional Supervisor** at least **Once Every 2 Months** or immediately after any physical operational procedure steps have been changed at any point.

Procedure Outline

1. Order Receival Process
2. Order Preparation Process
3. Order Bagging Process
4. Delivery Order Set-Up Process

Order Receival Process

Purpose: Notify the kitchen of a new order to take the appropriate preparation steps.

Procedure:

1. The new order information will appear on each station's tablet screen as a digital ticket.
2. Each station's cook(s) will review the order to understand what items they are incharge of preparing.
3. The expeditor will verbally announce any modifications on the new ticket that have been requested/made by the customer to ensure the food items are prepared properly by the cooks and no modification errors occur.
4. Stations that this order does not affect will take no action at this time.

Order Preparation Process

Purpose: To properly prepare the food item(s) prior to the bagging and delivery stage.

Procedure:

1. Each station's cook will begin preparing the ticket item(s) in accordance with the item's official preparation procedure.

2. Cooks will use the programmed digital cooking timers to prepare any food item which requires cooking.
3. Each cook will be alarmed of each item's preparation time by the color changing timer feature found on the order's digital ticket on the KDS tablet screen.
4. Once each cook has completed the item's packaging process, the employee will place the item on the dispatcher table to be bagged

Order Bagging Process

Purpose: To review the quality of each food item and ensure the delivery bag(s) contain all required delivery items prior to delivery.

Procedure:

1. As the cooks are preparing the food items, the expeditor will begin preparing the order's delivery bag.
2. The expeditor will retrieve the correct size bag(s) for the current order from beneath the expeditor table.
3. The expeditor will open the bag and place it on the right side of the expeditor station table.
4. New order's bags will be placed to the left of the previously set up bags.
5. The expeditor will set up the bag by reviewing the order and adding the correct eating utensils, napkin quantity, beverages from the expeditor cooler (If Requested), and sandwiches from the expeditor cooler (If Requested).
6. Each food item requires a different set of eating utensils. The expeditor will place the correct cutlery in the cutlery pouch (cutlery head side up) prior to placing the silverware into the bag.
7. The expeditor will thoroughly inspect and review each product at the expeditor table to ensure all item

components are present on the plate and plating was done neatly/properly.
8. Once all of the items have been approved by the expeditor, he/she will begin to bag the items together in the correct bagging order. (Bagging Order Example: Cold salad bowl is bagged over top of the warm pasta container)
9. The expeditor will then place the food item into the correct bag using the proper item bagging order.
10. Once all items have been reviewed/bagged, the expeditor will print out the customer's receipt and staple it to the top right of the bag.
11. The expeditor will use a branded sticker to neatly seal the top of the delivery bag closed to approve delivery.

Delivery Order Set-Up Process

Purpose: To allow the assigned delivery driver easy pick up access to the completed delivery order bag.

Procedure:

1. The expeditor will carefully transport the completed and sealed bag to the designated "Order Pick-Up" station table located at the entrance of the kitchen.
2. The expeditor will set the bag on the delivery shelf with the order ticket facing the delivery driver's point-of-view.
3. The expeditor will return to the kitchen to continue expediting new orders.

Monitoring

The entire preparation, bagging, and delivery bag set-up process will be managed by the kitchen supervisor. All food service performance data should be recorded automatically through the kitchen management software and will be reviewed by the regional supervisor for metrics such as average order preparation time, etc.

SIGNATURES

Signatures from employees and management to confirm that they have read and understand procedures.

Staff Member Name	Signature	Date

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